

Administrative Vendor - Performance Report March 2007

Major Risk Medical Insurance Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect.	100%	100%	540 out of 540 applications
Notification within 10 days of disenrollment at 36 consecutive months of enrollment in accordance with AB1401, if applicable.	100%	100%	187 out of 187 disenrolled subscribers
MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate.	3.0%	0%	0 blocked out of 9,417 calls attempted*
MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate.	3.0%	1.3%	118 abandoned calls out of 9,417 incoming calls*
MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice.	85.0%	86%	8,070 calls answered in 25 seconds out of 9,417 calls received*

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.